

POSITION DESCRIPTION
Staff Assistant
GS-0303-06

I. INTRODUCTION

This position is located in the U.S. Department of Education in the office of the General Manager, Students Channel, Office of Student Financial Assistance. The Students Channel provides best in business services to potential and current borrowers and aid recipients and delivers a range of services that heighten students' and parents' awareness and understanding of options to finance their education.

The incumbent performs administrative and/or program support functions, facilitating accomplishment of the office's mission.

II. MAJOR DUTIES AND RESPONSIBILITIES

Performs a variety of program support duties, involving the preparation of components of letters, articles, correspondence, and/or publications; compilation of materials for the preparation of office products; preparation of compilations of office program and/or operational activities (e.g., office weekly and monthly activity reports), and/or the establishment, preparation, and modernization/modification of internal tracking systems to inventory, monitor, and analyze program components of the office (e.g., budget tracking mechanisms, records management systems).

Coordinates office facilities for the processing and maintenance of office products. Processes or maintains records or documents. Coordinates procedures such as travel regulations, time and attendance reports, working hours, phone procedures, preparation of administrative and fiscal forms.

Responds to information requests on topics related to the mission, products, or services of the organization. Explains resources, services, and administrative processes to clients using the appropriate form(s) and/or making appropriate referrals following established procedures. Inquiries may come by telephone, personal visit, or written correspondence.

Coordinates the procurement of office goods and services.

Uses a personal computer to produce a wide variety of documents.

III. FACTORS

Factor 1 - Knowledge Required FL 1-4 550 pts.

Practical knowledge of office administrative, fiscal, and personnel policies, procedures, and requirements involved in procurement management, fiscal planning, human resources processing, and/or other support methods and principles.

Knowledge of the organization's mission, objectives, requirements, policy concepts, and practices of the program sufficient to perform technical and administrative duties.

Factor 2 - Supervisory Controls FL 2-2 125 pts.

Receives assignments from the supervisor. The incumbent carries out assignments independently. The incumbent also exercises initiative when resolving problems encountered. Work problems are referred to the supervisor for resolution. Completed work is reviewed for accuracy and compliance with instructions.

Factor 3 - Guidelines FL 3-3 275 pts.

Guidelines include dictionaries and thesauruses, ED and office administrative instructions and procedures, miscellaneous precedent documents, standard office practices and unwritten policies, and procedures. The incumbent uses his/her own judgment in interpreting and making minor deviations from guidelines in certain specific situations.

Factor 4 - Complexity FL 4-3 150 pts.

The work performed includes various duties requiring different and unrelated processes and methods. Relationships of the office with other offices are inherently complicated. Decisions concerning what needs to be done are based on an understanding of the interrelationships between the organizations, people, and issues involved. Performs several concurrent projects simultaneously.

Factor 5 - Scope and Effect FL 5-2 75 pts.

The purpose of the work is to perform administrative and/or technical work in support of the office. The work and services provided facilitate the work of other staff members.

Factor 6 - Personal Contacts FL 6-2 25 pts.

Contacts include the office staff, high-level government officials outside ED, and members of the general public.

Factor 7 - Purpose of Contacts FL 7-2 50 pts.

The incumbent coordinates office activities, exchanges and locates information, resolves problems, and follows up on assignments made to others or on work in progress.

Factor 8 - Physical Demands

FL 8-1

5 pts.

The incumbent's work is generally sedentary in nature.

Factor 9 - Work Environment

FL 9-1

5 pts.

The work is performed in an office setting.

TOTAL = 1260 pts.

IV. UNIQUE POSITION REQUIREMENTS

- Reports to the Chief of Staff-Immediate Office
- Perform administrative, program, and/or technical support functions and facilitating accomplishment of the office's mission
- Answer telephones and schedule travel arrangements of channel representatives
- This position requires the services of a fully qualified typist.
- Knowledge of and significant experience in word processing or other software tools to produce a wide variety of documents
- Administratively support CoS, Senior Specialist and Director of Administrative Services